

SET-UP GUIDE · INT-O365-001 · V2.0

Set up the Office 365 Calendar Integration

Connect Microsoft Entra ID and your Microsoft 365 mailboxes to Clearrooms so meeting rooms stay in sync, both ways, in under 30 minutes.

AUDIENCE

Microsoft 365 administrators
Clearrooms account administrators

TIME REQUIRED

~20 minutes (admin)
+ up to 24 h propagation

ISSUED

May 2026
Supersedes v1.4 (2024)

Introduction



To set up the Microsoft Office 365 Calendar integration you will need:

- ✓ An **Administrator-level account** in Clearrooms.
- ✓ A subscription to **Microsoft Entra ID** (formerly Azure Active Directory) with admin rights to register applications and grant tenant-wide consent.

There are three steps to integrating your company's Microsoft 365 calendars with Clearrooms:

1. Register Clearrooms as an app in **Microsoft Entra ID**.
2. Add the app's credentials to Clearrooms.
3. Import meeting rooms into Clearrooms.



Hybrid (on-premises) Exchange deployments are not supported.

Microsoft [deprecated the on-premises REST API in March 2023](#). The integration only works with mailboxes hosted in Exchange Online (Microsoft 365). Migrate any on-prem room mailboxes to Exchange Online before continuing.



Step 1 — Register the Microsoft Entra app

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Before you begin — admin checklist

Print this page. Walk it down with your IT lead before you start clicking — every item below is a question we get on a support ticket at least once a week.

- Are you a Global Administrator (or Application Administrator) in Microsoft Entra?**
You need rights to *register* an application **and** *grant admin consent* on behalf of the tenant. Lower-tier admins can do the first but not the second.

- Are all the rooms you want to book hosted in Exchange Online?**
Run `Get-Mailbox -RecipientTypeDetails RoomMailbox` in Exchange Online PowerShell. Hybrid / on-prem mailboxes will not import.

- Do your room mailboxes accept external (Graph) bookings?**
If `AutomateProcessing` is set to `None`, Clearrooms can read but not write. Recommended setting is `AutoAccept`.

- Do you have a Clearrooms Administrator account?**
The portal will not show *Apps & Integrations* for non-admin users.

- Have you decided on a secret-renewal cadence?**
You'll be asked for 1 year or 2 years. We recommend **2 years** for fewer support breaks; if your security policy requires shorter rotation, pick 1 year and put the renewal date in your team calendar today.

- Is outbound traffic from Clearrooms allowed through your network?**
Microsoft Graph webhooks call back to `api.clearrooms.com`. If you filter outbound traffic, allowlist this domain.



Step 1 — Register the Microsoft Entra app

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Step 1 - Register the Microsoft Entra app

You will register Clearrooms as an app to obtain two pieces of information that you'll later paste into the Clearrooms portal:

1. **Application (client) ID**
2. **Client Secret value**

When you enable a calendar integration, you give Clearrooms permission to read and write all calendar data in your organisation. In practice, our integration only pulls a minimal subset of calendar metadata (start, end, organiser, subject — never body content). Microsoft Graph does not let app permissions be scoped to specific mailboxes, which is why the permission appears tenant-wide.

If you do not own the Microsoft Entra tenant, you may need to bring in your tenant administrator to complete this step.

1.1 Create the app

1. Sign in to <https://entra.microsoft.com> (or portal.azure.com → *Microsoft Entra ID*) under an Administrator account.
2. In the left-hand panel select **Microsoft Entra ID**.
3. Choose **App registrations**.
4. Click **+ New registration** at the top of the page.
5. In the *Register an application* pane, enter a name — for example **Clearrooms Calendar Integration**.
6. For *Supported account types*, choose **Accounts in this organisational directory only**.
7. Leave the *Redirect URI* field empty.
8. Click **Register**. You will be taken to the new app's overview pane.

Copy the Application (client) ID from the Essentials block at the top of the overview pane (illustrated overleaf).



Step 1.2 — Generate the secret

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Step 1.1 · App overview pane

The new app's **Overview** pane in Microsoft Entra ID. The **Application (client) ID** is the value to copy first.

The screenshot shows the 'Clearrooms Calendar Integration' app registration overview in Microsoft Entra ID. The breadcrumb trail is 'Home > Microsoft Entra ID > App registrations > Clearrooms Calendar Integration'. The app name is 'Clearrooms Calendar Integration' (App registration). A left-hand navigation menu includes 'Overview' (selected), 'Quickstart', 'Manage', 'Branding & properties', 'Authentication', 'Certificates & secrets', 'Token configuration', 'API permissions', 'Expose an API', 'App roles', and 'Owners'. The main content area is titled 'Essentials' and lists: Display name 'Clearrooms Calendar Integration', Application (client) ID '0ca14526-7582-4fe4-8341-520ceec8f7B' (highlighted with an orange box and a 'Copy this' arrow), Object ID 'f6082b4-a6e8-4827-b231-b3bc32c201dd', Directory (tenant) ID 'd23b905c-fd31-43bb-8aeb-653d74e51f42', Supported account types 'My organization only', and Client credentials 'Add a certificate or secret'. Below this is a section 'Build your application with the Microsoft identity platform' with the instruction 'Sign users in, call APIs, configure for your organisation.' and three sub-sections: 'Call APIs' (Read calendar & place data via Microsoft Graph), 'Sign in users' (Application permissions — no user prompts), and 'Configure for org' (Grant admin consent in Enterprise applications).

Microsoft Entra admin centre · App registrations · Clearrooms Calendar Integration · Overview

→ Step 1.2 — Generate the secret

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Step 1.2 · Generate the client secret

Now generate a secret that's specific to the app:

1. In the app's left rail, click **Certificates & secrets**.
2. On the **Client secrets** tab, click **+ New client secret**.
3. Enter a description — e.g. *Clearrooms key*.
4. Choose an expiry — **1 year** or **2 years** (recommended).
5. Click **Add**.

Copy the Value, not the Secret ID.

The **Value** column is only readable once — as soon as you leave the page, Microsoft hides it. If you forget to copy it, delete the secret and create a new one. The **Secret ID** looks similar but won't authenticate Clearrooms.

Plan the renewal now.

Secrets do not auto-renew. When this one expires, the integration will stop without warning. Set a calendar reminder for one month before expiry. The renewal procedure is documented at knowledgebase.clearrooms.com/renewing-your-office-365-calendar-integration-secret-code.

Step 1.3 — Assign permissions

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Step 1.2 · Certificates & secrets pane

The Certificates & secrets pane after you click **Add**. The Value (highlighted) is the only chance to copy the secret — copy it now.

Clearrooms Calendar Integration > Certificates & secrets

- Overview
- Quickstart
- Branding & properties
- Authentication
- Certificates & secrets**
- Token configuration
- API permissions
- Expose an API
- App roles
- Owners
- Roles and administrators

Credentials enable applications to identify themselves to the authentication service when receiving tokens.

Certificates (0)
Client secrets (1)
Federated credentials (0)

A secret string that the application uses to prove its identity when requesting a token.

+ New client secret

Description	Expires	Value	Secret ID
Clearrooms key	14/05/2028	7CJ7Q~ZUTDkvMSVa0...	1b8e8d2b-5de5-4be4...

Copy the Value, not the Secret ID.

The Value is only shown once — if you lose it, delete the secret and create a new one.

Microsoft Entra admin centre · App registrations · Clearrooms Calendar Integration · Certificates & secrets

→

Step 1.3 — Assign permissions

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clearrooms.com · knowledgebase.clearrooms.com

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Step 1.3 · Permissions cheat-sheet

Clearrooms uses three Microsoft Graph application permissions. Type **must be Application**, not Delegated — Clearrooms calls Graph as itself, not on behalf of a signed-in user.

PERMISSION	TYPE	WHAT IT LETS CLEARROOMS DO
<code>Calendars.ReadWrite</code>	Application	Read existing room bookings and create / update / cancel bookings made in Clearrooms.
<code>Place.Read.All</code>	Application	List the room mailboxes available for import (the picker on page 14).
<code>Directory.Read.All</code>	Application	Resolve organiser and attendee names against your directory so bookings show the right user.
<code>User.Read</code>	Delegated	Added automatically by Microsoft when the app is created. Clearrooms does not use it. Do not delete it — leave it in place.

Microsoft Graph does not let app permissions be scoped to a subset of mailboxes. Any system you grant `Calendars.ReadWrite` can in principle access every mailbox in the tenant. In Clearrooms the integration is locked to the rooms you import on page 14, but the underlying Graph grant is tenant-wide. This is a Microsoft platform limitation, not a Clearrooms one.



Step 1.3 — Configure permissions

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Step 1.3 · Assign API permissions

1. In the app's left rail, click **API permissions**.
2. Click **+ Add a permission**.
3. Choose **Microsoft Graph**.
4. Select **Application permissions** (not Delegated).
5. Tick the three permissions from the cheat-sheet:
 - **Calendars.ReadWrite** — Read and write calendars in all mailboxes.
 - **Directory.Read.All** — Read directory data.
 - **Place.Read.All** — Read all company places.
6. Click **Add permissions**.
7. Back on the API permissions list, click **Grant admin consent for <your tenant>** and confirm.

Admin consent		User consent			
<input type="text" value="Search permissions"/>					
API Name	Claim value	Permission	Type	Granted through	Granted by
Microsoft Graph (4)					
Microsoft Graph	User.Read	Sign in and read user profile	Delegated	✓ Admin consent	An administrator
Microsoft Graph	Place.Read.All	Read all company places	Application	✓ Admin consent	An administrator
Microsoft Graph	Directory.Read.All	Read directory data	Application	✓ Admin consent	An administrator
Microsoft Graph	Calendars.ReadWrite	Read and write calendars in all mailboxes	Application	✓ Admin consent	An administrator
<p>Type must be Application — not Delegated.</p> <p>User.Read (Delegated) is added automatically by Microsoft when the app is created — leave it alone.</p>					

Permission list after adding the three application permissions. Type column should read **Application** for all three required entries.

→ **Confirm admin consent**

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Step 1.3 - Grant admin consent

Microsoft will ask you to confirm the consent. Once you click **Yes**, every row's status should change to **Granted for <your tenant>**.

Clearrooms Calendar Integration | API permissions

⚠ Grant admin consent confirmation.

Do you want to grant consent for the requested permissions for all accounts in Clearrooms? This will update any existing admin consent records this application already has to match what is listed below.

Configured permissions

API / Permissions name	Type	Description	Admin consent required	Status
▼ Microsoft Graph (4)				
Calendars.ReadWrite	Application	Read and write calendars in all mailboxes	Yes	✔ Granted for Clearrooms
Directory.Read.All	Application	Read directory data	Yes	✔ Granted for Clearrooms
Place.Read.All	Application	Read all company places	Yes	✔ Granted for Clearrooms
User.Read	Delegated	Sign in and read user profile	No	✔ Granted for Clearrooms

Status column should read "Granted for Clearrooms" against every row before you proceed.

Admin consent confirmation banner and post-consent status column.

i If you do not see the Grant button, you are not a Global Administrator.

Forward the app registration name and tenant ID to your Global Admin and ask them to perform the consent step. Without it, the Clearrooms *Test Settings* button will fail with a 403 error.

→ Step 2 — Add the credentials to Clearrooms

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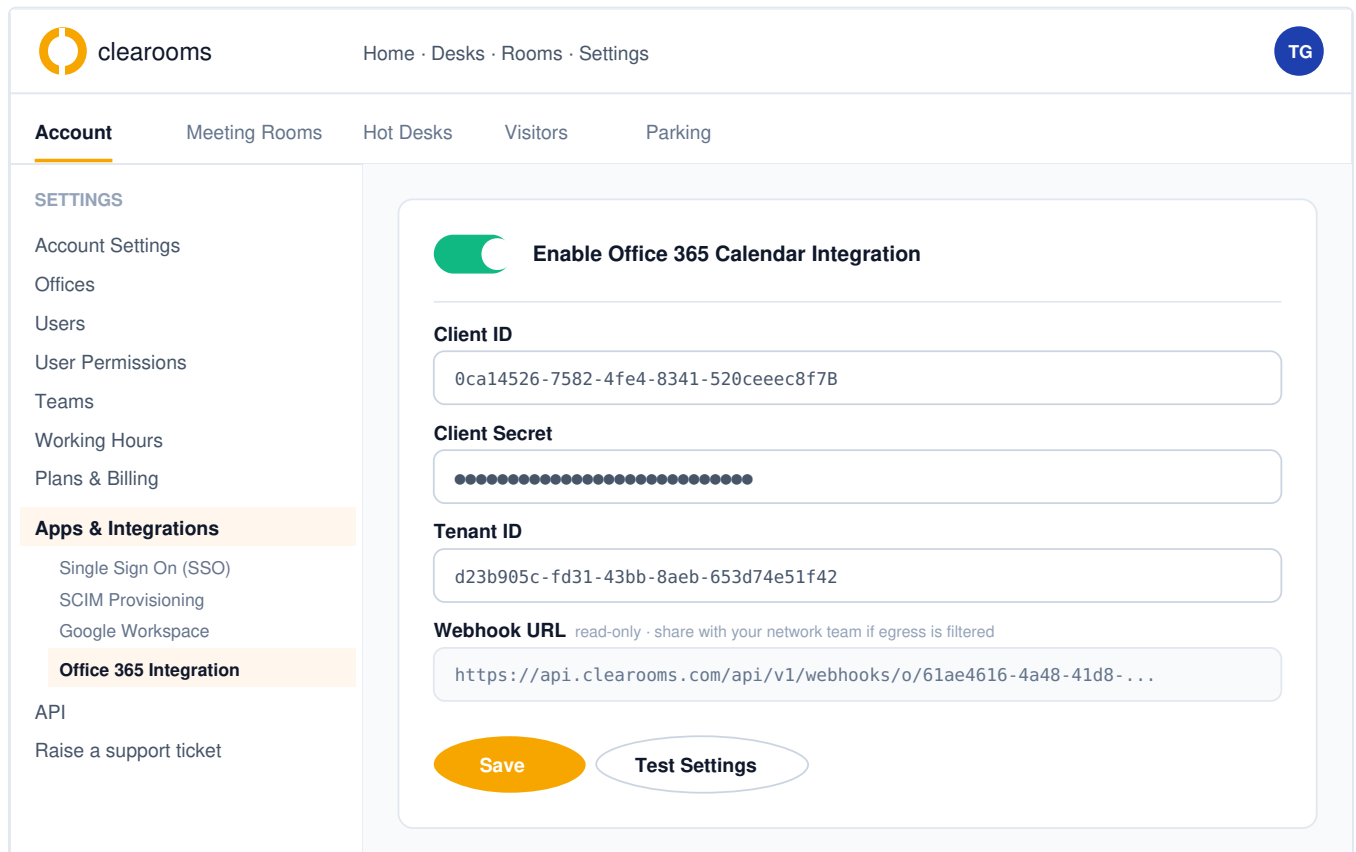
Step 2 - Add credentials to Clearrooms

You should now have three values from Microsoft Entra:

Application (client) ID	From the app's <i>Overview</i> pane
Client secret Value	From <i>Certificates & secrets</i> (you copied this on page 6)
Directory (tenant) ID	From the Microsoft Entra ID <i>Overview</i> pane (illustrated on page 12)

Enter them into the Clearrooms portal:

1. Sign in to **portal.clearrooms.com** as an administrator.
2. Open **Settings** → **Apps & Integrations**.
3. Choose **Office 365 Integration**.
4. Toggle **Enable Office 365 Calendar Integration** on.
5. Paste the **Application (client) ID** into the Client ID field.
6. Paste the **Client Secret Value** into the Client Secret field.
7. Paste the **Directory (tenant) ID** into the Tenant ID field.
8. Click **Save**, then **Test Settings** to confirm the connection.



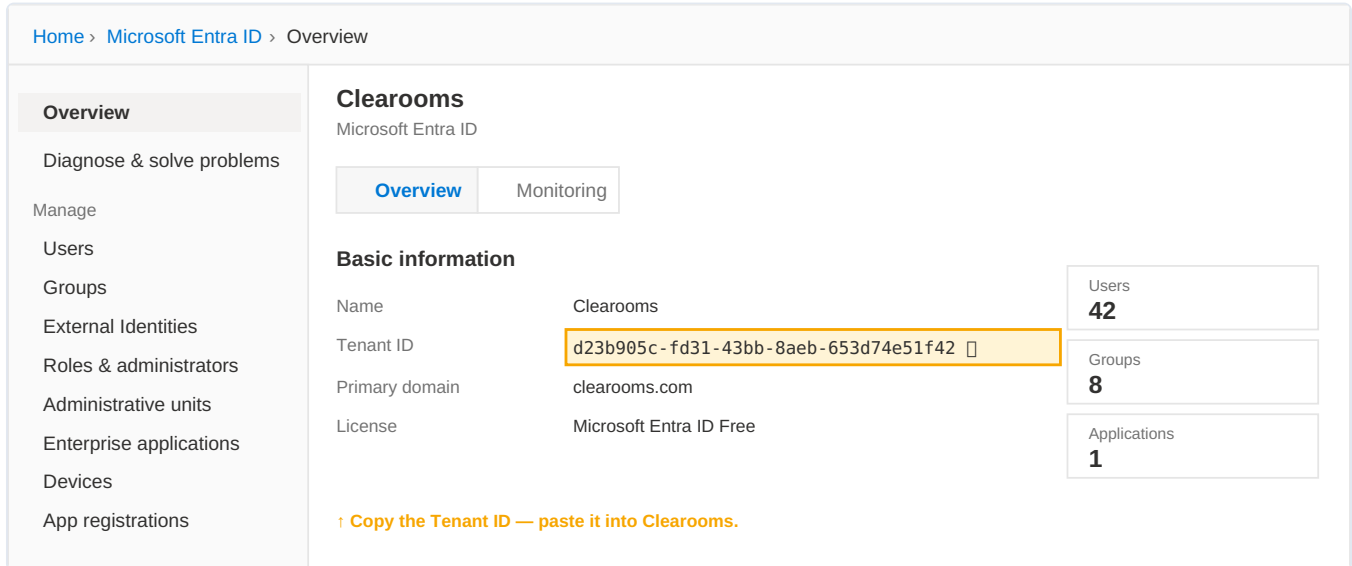
Settings → Apps & Integrations → Office 365 Integration in the Clearrooms portal.

Find your tenant ID

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Step 2 - Find your tenant ID

To find your tenant ID, open **Microsoft Entra ID** → **Overview** in the Microsoft Entra admin centre. The Tenant ID is under *Basic information*.



The screenshot shows the Microsoft Entra ID Overview page for a Clearrooms tenant. The breadcrumb navigation is Home > Microsoft Entra ID > Overview. The left sidebar contains navigation options: Overview (selected), Diagnose & solve problems, Manage, Users, Groups, External Identities, Roles & administrators, Administrative units, Enterprise applications, Devices, and App registrations. The main content area is titled 'Clearrooms' and 'Microsoft Entra ID'. It has two tabs: 'Overview' (selected) and 'Monitoring'. Under 'Basic information', the following details are listed: Name: Clearrooms; Tenant ID: d23b905c - fd31 - 43bb - 8aeb - 653d74e51f42 (highlighted in orange); Primary domain: clearrooms.com; License: Microsoft Entra ID Free. On the right, there are three summary boxes: Users: 42; Groups: 8; Applications: 1. At the bottom, there is a note: '↑ Copy the Tenant ID — paste it into Clearrooms.'

Microsoft Entra admin centre · Microsoft Entra ID · Overview.

The Webhook URL field in the Clearrooms portal (page 11) is read-only. It is the inbound endpoint Microsoft Graph posts to when a room booking changes. You do not need to configure it. If your network team filters outbound traffic from Microsoft 365, share the URL with them so they can allowlist it.



If Test Settings fails

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Step 2 · Test Settings — what to expect

After clicking **Test Settings**, Clearrooms calls Microsoft Graph using the credentials you supplied. You should see one of two results.



Connection successful

Credentials are valid, admin consent is granted, and Clearrooms can list the room mailboxes available for import. Move on to step 3 (page 14).



Connection failed

The most common causes — in order of frequency:

1. **Wrong Tenant ID.** Double-check the value against Microsoft Entra ID → Overview. The Tenant ID is a GUID — about 36 characters with hyphens.
2. **Pasted the Secret ID instead of the Secret Value.** The Value field starts with random letters and numbers and ends with a tilde or dot. Re-open Certificates & secrets in Microsoft Entra. If the Value is no longer visible, delete the secret and create a new one.
3. **Admin consent not granted.** Go back to API permissions — every required row should say *Granted for <your tenant>*. If any say *Not granted*, click **Grant admin consent** as a Global Administrator.
4. **Permission type set to Delegated.** All three Clearrooms permissions must be type **Application**. Remove any Delegated copies and re-add as Application.
5. **Secret has expired.** The Certificates & secrets page shows the expiry date. If it's in the past, generate a new secret.

Still stuck? Raise a support ticket from **Settings** → **Raise a support ticket**. Include the timestamp of the failed test and the first six characters of your Tenant ID — never paste the full secret value into a ticket.



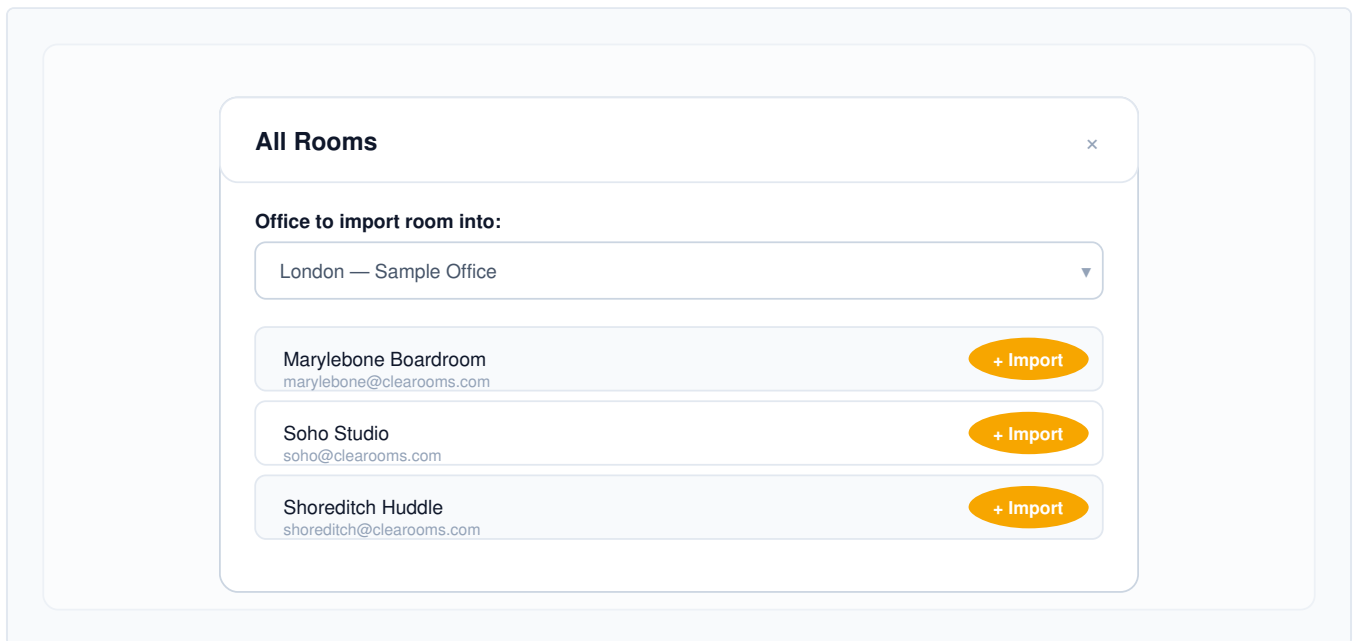
Step 3 — Import meeting rooms

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Step 3 - Import meeting rooms

With the integration live, choose which Microsoft 365 room mailboxes you want to surface in Clearrooms.

1. Go to **Settings**.
2. Open the **Meeting Rooms** tab.
3. Choose **Manage Rooms**.
4. Pick the office to import the room into.
5. Click **+ Import** next to each room you want to expose in Clearrooms.



Manage Rooms → All Rooms dialog. Rooms listed here come from Microsoft Graph's Place.Read.All response.

i A new room is missing from the list?

New rooms added in Microsoft 365 can take up to **24 hours** to appear in this dialog — Microsoft Graph caches the place directory aggressively. If a room is still missing after 24 hours, check that it has a license assigned and is not marked `HiddenFromAddressListsEnabled`.



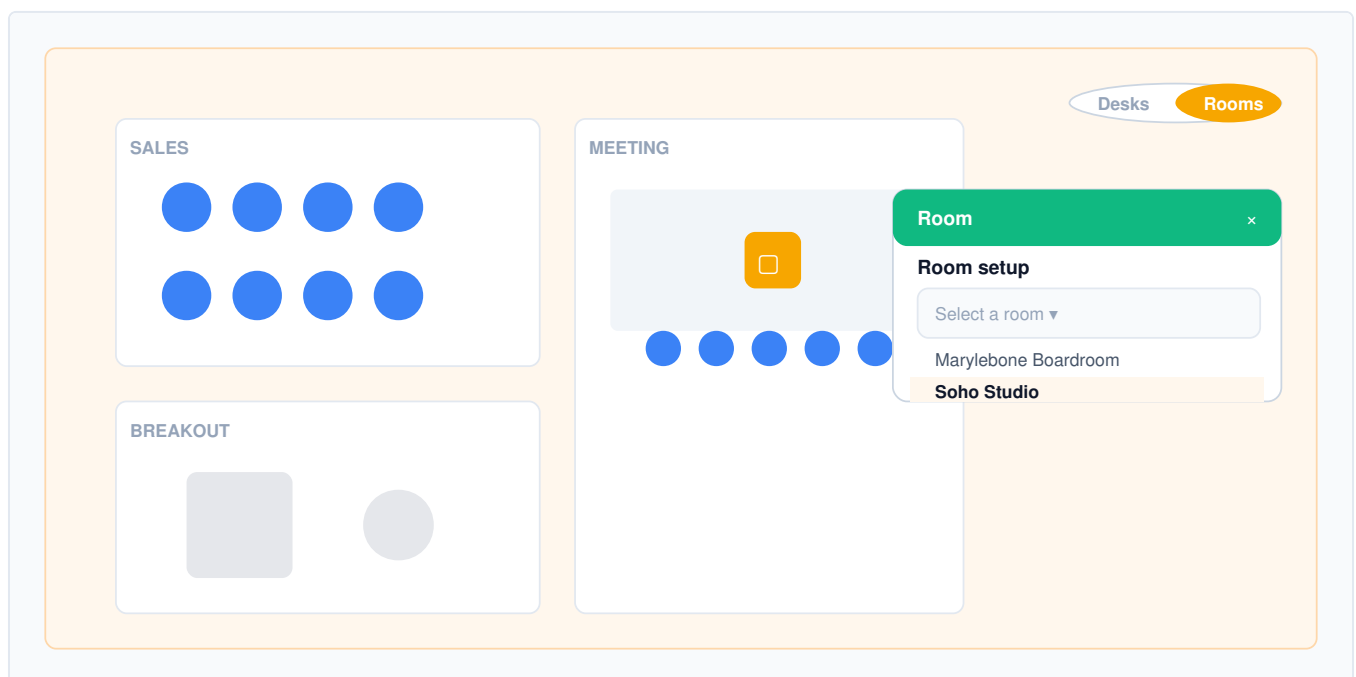
Step 4 — Add rooms to your office plan

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Step 4 - Add rooms to your office plan

Place each imported room on the floor plan so end users can pick it visually:

1. Go to **Settings** → **Offices** → **Edit Office Plan**.
2. Scroll to the floor plan.
3. Click in an empty space to drop a new icon.
4. In the popover, switch the toggle from **Desks** to **Rooms**.
5. Pick the room from the dropdown.
6. Click **Add to plan**.



Edit Office Plan with the room popover open. Toggle highlighted top-right.

Room icons can be moved by dragging, or by selecting an icon and using the four arrows at the bottom right of the editor. If you upload a new floor-plan image, room icons stay where they are — re-position them to match the new layout.



What next

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You're live. What next?

The integration is set up. Here are the three things most admins do straight away.

01

Pair a Room Display App

Mount a tablet outside each room running the Clearrooms Room Display App for green / red availability and one-tap booking.

Setup guide:

knowledgebase.clearrooms.com/room-display-app.

02

Schedule the secret renewal

The client secret expires in 1 or 2 years. Add a reminder to your team calendar one month before.

Renewal procedure:

knowledgebase.clearrooms.com/renewing-your-office-365-calendar-integration-secret-code.

03

Tell your team

Bookings made anywhere — Outlook, Teams, the Clearrooms portal or the mobile app — now sync both ways. Send round the in-product Smartbooking primer to help end users discover the new room picker.

Need help? Raise a support ticket from *Settings* → *Raise a support ticket* in the Clearrooms portal, or browse the full knowledge base at knowledgebase.clearrooms.com. This guide is also available online at knowledgebase.clearrooms.com/set-up-office-365-calendar-integration.

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You have reached the end of the guide.